

1. DOCUMENT CHANGE HISTORY

Effective	Version	Explain the Change Action	CAD No.
06.26.2003	0.01	Initial Draft	
08.22.2003	0.02	Reworked Draft	
10.20.2003	0.03	Revised and Created new Visio Flowchart	

2. PURPOSE

This document provides the procedure for Site Managers and their Navy and Marine Corps counterparts to escalate problems and issues that cannot be resolved at the Site Level. It also provides the timeline for issue resolution and escalation at each review level. In particular, this document addresses issues that may delay the transition to Assumption of Responsibility (AOR) or Cutover. Escalation allows EDS and Navy management to address problems quickly, and meet an aggressive schedule.

3. SCOPE

Escalation shall occur for issues that meet specific criteria and where Government and EDS representatives at the Site Level cannot agree to resolution. The criteria are any condition that interrupts or delays AOR or Cutover, degrades service to users, impacts mission or is significant enough to require escalation. This process is relevant throughout transition. Escalation for post-cutover, sustained operations will continue to follow the NOC procedures and will be disseminated through a separate document.

4. RESPONSIBILITIES

Role	Description/Responsibility
Site Level Review	Site Level Reviewers with the primary authority to exercise the Escalation Procedure are Customer Technical Representative (CTR) for Navy/USMC Activities; Site Integration Lead (SIL) for PMO; and Site Manager (SM) for EDS. Their responsibilities include taking any actions necessary to resolve all issues that impede the transition schedule. If a SIL is not assigned to a site, the Regional Integration Lead (RIL) will assume Site Level Review responsibilities.
First Level Review	First Level Reviewers with the primary authority to exercise the Escalation Procedure are Site Command Staff and Echelon II Transition Manager (TM) for Navy/USMC Activities; RIL and Customer Project Manager (CPM) for PMO; and Regional Manager (RM) for EDS. Their responsibilities include taking any actions necessary to resolve all issues that impede the transition schedule.
Second Level Review	Second Level Reviewers with the primary authority to exercise the Escalation Procedure are Echelon II CIO for Navy/USMC Activities; Navy/USMC PM for PMO; and Deputy NMCI PMO for EDS. Their responsibilities include taking

Role	Description/Responsibility
	any actions necessary to resolve all issues that impede the transition schedule.
Third Level Review	Third Level Reviewers with the primary authority to exercise the Escalation Procedure are Echelon II/USMC C4/NETWARCOM Commanders for Navy/USMC Activities; Director NMCI; and NMCI Client Delivery Executive for EDS. The Third Level Review has the final authority to resolve any issues that impact schedule.
EDS NMCI Command Center and PMO Escalation Manager (PEM)	EDS NMCI Command Center and PEM will monitor the status of escalated issues entered in EWRS from inception to conclusion, in accordance with the prescribed Escalation Procedure and timelines. In addition, the PEM will be responsible for managing the archive and searching of closed issues.

Table 1: Escalation Responsibilities

5. FUNCTIONALITY

To move directly to the Procedure Flowchart, click on this [flowchart link](#).

Step No.	Action	Responsible Role
1.	Site Level Review determines whether an issue can be resolved at Site Level or needs escalation.	Site Level Review
2.	The EDS SM is responsible for entering or updating all EDS and PMO issue information, including disagreement, into the Enterprise and War Room Reporting System (EWRS) for escalation via the EWRS Web site. Figure 5-1: Standard Problem Description Template contains the standardized template which shall be used for information entered into the description field; subsequently, this template will be cut and paste into the emails notifying the Reviewers when issue has been escalated. The Reviewers also have read access to EWRS.	Site Level Review
3.	The SIL will notify the PEM, who will e-mail the First Level Reviewers and copy the Second Level Reviewers. Site Level Reviewers telephone First Level Review counterparts to inform them of the situation. The Site Level Reviewers will review all issues related to their site daily in EWRS.	Site Level Review/PEM
4.	The PEM will search the archives for similar issues. If a similar issue(s) is found, the PEM will forward the previous documentation to the First Level Reviewers.	PEM
5.	The First Level Reviewers will then determine if the previous resolution(s) would be applicable at this time, and attempt to resolve the issue according to Business Rules (detailed in Section 7).	First Level Review
6.	If the issue cannot be resolved, EDS updates all EDS and PMO issue information, including disagreements into EWRS for continued escalation. The standardized template shall be used for information entered into the description field. The RIL will notify the PEM of continued escalation. The PEM will e-mail the Second Level Reviewers and copy the Third Level Reviewers. The First Level Reviewers telephone the Second Level Review members to inform them of the situation. The First Level Reviewers will review all issues	First Level Review/PEM

Step No.	Action	Responsible Role
	<p>related to their site daily in EWRS.</p> <p>If the issue is resolved, EDS amends EWRS. The RIL notifies the PEM, who e-mails the previous level reviewers.</p> <p>If the issue has not been escalated or resolved in the designated time frame, the PEM will contact the First Level PMO and EDS Reviewers respectively to determine reason for delay. The PEM shall report this information to the Site Management Division APM and Deputy.</p>	
7.	Second Level Review members review and attempt to resolve issue according to Business Rules (detailed in Section 7).	Second Level Review
8.	<p>If the issue cannot be resolved, EDS updates all EDS and PMO issue information, including disagreement in EWRS for escalation. The standardized template shall be used for information entered into the description field. The Navy/USMC PM will notify the PEM of continued escalation. The PEM will e-mail the Third Level Review members. The Second Level Reviewers telephone the Third Level Review members to inform them of the situation. The Second Level Reviewers will review all issues related to their site daily in EWRS.</p> <p>If the issue is resolved, EDS amends EWRS. The Navy/USMC PM notifies the PEM who e-mails the previous level reviewers.</p> <p>If the issue has not been escalated or resolved in the designated time frame, the PEM will contact the Second Level PMO and EDS Reviewers respectively to determine the reason for delay. The PEM shall report this information to the Navy/USMC PM.</p>	Second Level Review/PEM
9.	Third Level Review members make the final determination on the issue. Resolution and actions to be taken are entered into EWRS. The information is sent to the PEM who e-mails the three subordinate review levels.	Third Level Review
10.	When the escalated issue has been resolved, the PEM will archive the information for future use, and forward it to the appropriate process team for incorporation into existing processes.	PEM

Table 2: Escalation Responsibilities

Standard Problem Description Template

Instructions for input into the Description Field of the EWRS Site Deployment Problem Report Entry Form

Description: Problem Description

Claimant/Location: *Claimant/Location is provided in the initial entry. All other data shall be provided in the initial and each subsequent review level. Location is the specific building, room number, etc that identifies the areas impacted by the problem.*

Date/Time:

EDS and PMO Last Name:

Scope (Site, Claimant or Enterprise):

Seats Impacted:

Severity (≤ 2 days, ≤ 4 days, ≥ 5 days, Missed Deliverables):

EDS Assessment:

PMO Assessment:

Action Field: Note, by date/time what actions have been taken to resolve the problem.

Figure 5-1: Standard Problem Description Template

6. INTERDEPENDENCIES

- All issues are reported in the Issues, Risks, Actions, Assumptions, and Decision System (IRAADS) by EDS personnel and shall include government inputs.
- If an issue is determined to need escalation, it shall be documented in EWRS by EDS personnel and shall include Government, PMO, and EDS comments.

7. BUSINESS RULES

- Escalation shall occur for issues that meet specific criteria, and government and EDS representatives at the site level cannot agree to resolution. The criteria are any condition that interrupts or delays AOR or cutover, degrades service to users, impacts mission or is significant enough to require escalation.
- Any level may initiate the Escalation Procedure using the prescribed Business Rules.

- An issue cannot be escalated beyond its current level without notification of Government, PMO and EDS counterparts. All escalations shall adhere to agreed upon time lines.
- For missed deliverables that impact Cutover, escalation will be to Second Level Review within 24 clock-hours.
- For issues that stop Cutover in progress, critically degrade services, impact mission or that are at a site within 2 days of Cutover, escalate simultaneously the same day through Second Level Review.
- For issues at a site within 4 days of Cutover, escalate the same day to First Level Review.
- For any issue with same day escalation, each subsequent level has 24 clock-hours to escalate to the next level.
- For issues 5 days or more from Cutover, each review level has three calendar days to resolve or escalate the issue.
- Issue escalation documentation will be maintained in EWRS. Escalation is accomplished via e-mail and telephone calls to the next level of reviewers. PEM monitors on all levels and tracks via an Excel spreadsheet.

8. REFERENCES

Document Title	Document ID
Enterprise and War Room Reporting System (EWRS)	https://nmciwarroom.idc-mcs.com/
Site Cutover and Escalation Procedures	NMCI.30439.01.W+0
NMCI Joint Transition Checklist	http://nmci.navy.mil/Primary_Areas/Transition_to_NMC I/Transition_Tools/Transition_Tools
NMCI Site Deployment Guide (SDG)	http://nmci.navy.mil/Primary_Areas/Transition_to_NMC I/Transition_Tools/Transition_Tools
Legacy Applications Transition Guide (LATG v5.0)	NMCI.60031.01.UD0
Navy Release Development and Deployment Guide (NRDDG)	http://www.nmci-isf.com/transition.htm
Acronym Definitions Glossary	https://nmci4u.nmci-isf.com/kc_acronyms.asp

9. PROCEDURE FLOWCHART

